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| --- | --- |
| Organisation | Caxton Legal Centre |
| Business Unit/Practice | Family Domestic Violence and Elder Law Practice |
| Location | Brisbane |
| Reports to | Legal Practice Director |
| Award | *Social, Community, Home Care and Disability Services Award 2010* |
| Grade/Band | Level 3 |
| Approved By | CEO |
| Date of Approval | July 2021 |

Overview of Caxton

Caxton Legal Centre represents the interests of people who are disadvantaged or on a low income when they come into contact with the law. We do this by providing legal advice and social work services, strategically advocating to government, publishing legal information and building community awareness about the issues faced by the people we help.

Caxton is an independent, non-profit, non-government community legal centre. We are committed to achieving the best outcomes for people who are on a low income or otherwise disadvantaged by working with partners from the community, government, university and private sectors.

Our vision is to:

* build a just and inclusive society that values difference and diversity, and the rights of all people and their communities to the social and economic resources they need to exercise their human rights
* influence the development of law to recognise the needs of people who are socially or economically disadvantaged
* assist people who would otherwise be denied access to justice due to social or economic disadvantage to exercise their legal rights.

Our values are:

|  |  |
| --- | --- |
| Respect | Personal responsibility |
| Integrity | Resilience |
| Compassion and empathy |  |

Primary purpose of the role

The Community Worker - Financial Protections Service will participate in a service aimed at preventing financial elder abuse and financial exclusion.  The main functions of the role are 1) outreach to middle-aged and older people; 2) case management.  The Financial Protections Service is funded by the Queensland Government and service users may be referred to brokerage partners to provide specialist financial protection information and advice where appropriate screening has occurred. Its objectives are to:

* promote and protect dignity and autonomy during older age
* increase knowledge and trigger thinking about keeping finances safe and encourage older people to develop financial resilience through proactive management of their financial affairs

A training package in how to deliver the service and materials to provide to the public will be provided

# Key accountabilities

* Assist individuals and organisations to benefit from the Financial Protections Service information and resources
* Deliver the Financial Protections Service to members of the public, who may or may not become clients of Caxton Legal Centre, in accordance with Caxton’s Practice Manual and Code of Ethics and Conduct.The service includes:
  + outreach to groups and individuals
  + formal and informal screening to assess risk of financial abuse information about and referrals to appropriate sources of free and independent financial services and products, such as financial counsellors and financial information services, depending on an individual’s needs
  + follow up with individuals who reveal current abuse or other vulnerabilities and who request help to act on the information provided
* Collaborate with relevant agencies to provide information, problem solve and develop referral pathways for services to clients
* Collaborate with providers of Caxton’s Seniors Legal and Support Service, Older Persons Advocacy and Legal Service and Queensland Retirement Villages and Parks Advice Service to delivery service activities
* Collect data and provide reports as required for evaluation, reporting requirements

Key challenges

This worker will:

* often be working single-handedly from community locations, while connecting at various times each week with his/her colleagues
* be required to structure and organize their time productively to provide the various services
* need to capture the attention of the target audience and be able to engage and communicate effectively with a wide range of people who may speak different languages, have varying levels of literacy, experience sensory impairments, present in various emotional states and so on
* need to convey clear boundaries in terms of what sorts of help can be offered.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Social Work Practice Director | * This is the line manager and professional supervisor for this position |
| Practice Director of the Family Domestic Violence and Elder Law Practice | * This role reports Financial Protections data to the funding body and Management Committee |
| Lawyers and social workers in the Family Domestic Violence and Elder Law Practice | * This team supports the planning, development and review of service delivery to ensure we provide and learn from the implementation of the Financial Protections Service |
| Social Work Team | * This team supports this FPS role and other human services staff to provide high quality services to clients and continually develop professional skills and capacity. |
| **External** |  |
| The public, and middle-aged and older people in particular | * We need to engage respectfully with a wide range of people to provide optimum outcomes |
| Queensland colleagues delivering the same Service in other parts of the State | * Six organisations are trialling the same service in nine other sites and can provide mutually beneficial support, problem solving and learning |
| Key referral partners | * We need service-to-service relationships to enhance referral pathways, access to services for our clients and to enhance the financial counselling and advice sector’s awareness of elder abuse. |

# Role dimensions

## Decision making

Scheduling the work to deliver on the Service’s objectives.

Case management decisions to optimise appropriate supports available to members of the public who request further follow up.

Advising the line manager on systemic and emerging issues that require problem solving, wider responses or advocacy.

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

Bachelor of Human Services or similar, or significant relevant experience

Experience in providing front line services and communicating with the general public

Current Drivers licence

Demonstrated experience working with vulnerable clients or clients from a culturally or linguistically diverse backgrounds

Excellent attention to detail and consistent high standards of work

Strong communication skills, particularly in establishing rapport with clients

# Capabilities for the role

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

|  |  |  |
| --- | --- | --- |
| **Capability** | **Capability Descriptor** | **Level** |
|  | Resilience and courage | Competent |
| Integrity | Competent |
| Self-motivated | Competent |
| Diversity | Competent |
|  |  |  |
| A close up of a logo  Description generated with high confidence | Communication | Competent |
| Client Service | Competent |
| Collaboration | Competent |
| Influence and negotiate | Basic |
|  |  |  |
| A close up of a sign  Description generated with very high confidence | Deliver results | Competent |
| Plan and prioritise | Competent |
| Problem solving | Basic |
| Accountability | Competent |
|  |  |  |
|  | Finance | Basic |
| Technology | Basic |
| Procurement | Basic |
| Innovation | Basic |
|  |  |  |
| A close up of a logo  Description generated with high confidence | Manage and develop | Basic |
| Inspire direction and purpose | Basic |
| Business outcomes | Basic |
| Change | Basic |

## Focus capabilities

The focus capabilities for the role are the capabilities in which employees must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

|  |  |
| --- | --- |
| **Group and Capability** | **Behavioural Indicators** |
| **Personal qualities** |  |
| Resilience and courage | * Give open and honest feedback, be comfortable to challenge issues and seek alternatives |
| Competent |
| Integrity | * Set an example to others of honest, ethical and professional behaviour |
| Competent |
| Self-motivated | * Understand own skills and ability and identify areas for growth and development to optimise performance |
| Competent |
| Diversity | * Recognise and be responsive to different experiences, perspectives, values and beliefs |
| Competent |
| **Relationships** |  |
| Communication | * Tailor communication both in writing and in person to suit the audience with the ability to clearly explain concepts |
| Competent |
| Client Service | * Demonstrate a strong knowledge of services available to clients and respond to requests in a timely and consistent way |
| Competent |
| Collaboration | * Build co-operative and supportive relationships across the organisation to solve problems, develop better processes and approaches to work |
| Competent |
| Influence and negotiate | * Use facts to support advice or ideas, and know when to escalate issues to the appropriate person |
| Basic |
| **Results** |  |
| Deliver results | * Take responsibility for delivering outcomes within prescribed timeframes and working with relevant people to successfully achieve goals |
| Competent |
| Plan and prioritise | * Respond proactively to changing circumstances and adjust plans and priorities accordingly |
| Competent |
| Problem solving | * Find and check information needed to complete tasks and escalate more complex issues |
| Basic |
| Accountability | * Understand and apply high standards of accountability to own work and the impact on the broader team |
| Competent |
| **Business acumen** |  |
| Finance | * Awareness of financial delegation principles |
| Basic |
| Technology | * Demonstrate familiarity and confidence in the use of core organisational software applications or other technology used in the role |
| Basic |
| Procurement | * Comply with basic purchasing requirements |
| Basic |
| Innovation | * Suggests better ways to do things |
| Basic |
| **People management** |  |
| Manage and Develop People | * Contribute to developing team capability and recognise potential in people |
| Basic |
| Inspire direction and purpose | * Assist team members to understand services and objectives |
| Basic |
| Business outcomes | * Ability to clearly communicate team direction, reasons for decisions and the impact on individual roles |
| Basic |
| Change | * Support change initiatives and be able to clearly communicate the benefits |
| Basic |

I acknowledge that I have received a copy of this Position Description and have read and fully understand all accountabilities, challenges and relationships contained within.  I accept that I will observe them fully during my employment.

|  |  |
| --- | --- |
| Staff member signature: |  |
| Staff member name: |  |
| Date: |  |